

The Intrado logo is a red square with a black border and a small red triangle at the top right corner. The word "intrado" is written in white lowercase letters inside the square.

intrado®

The Intrado logo consists of the word "intrado" in a bold, dark grey sans-serif font. Above the "i" and "n" are three small red triangles pointing upwards and to the right. A registered trademark symbol (®) is located to the upper right of the "o".

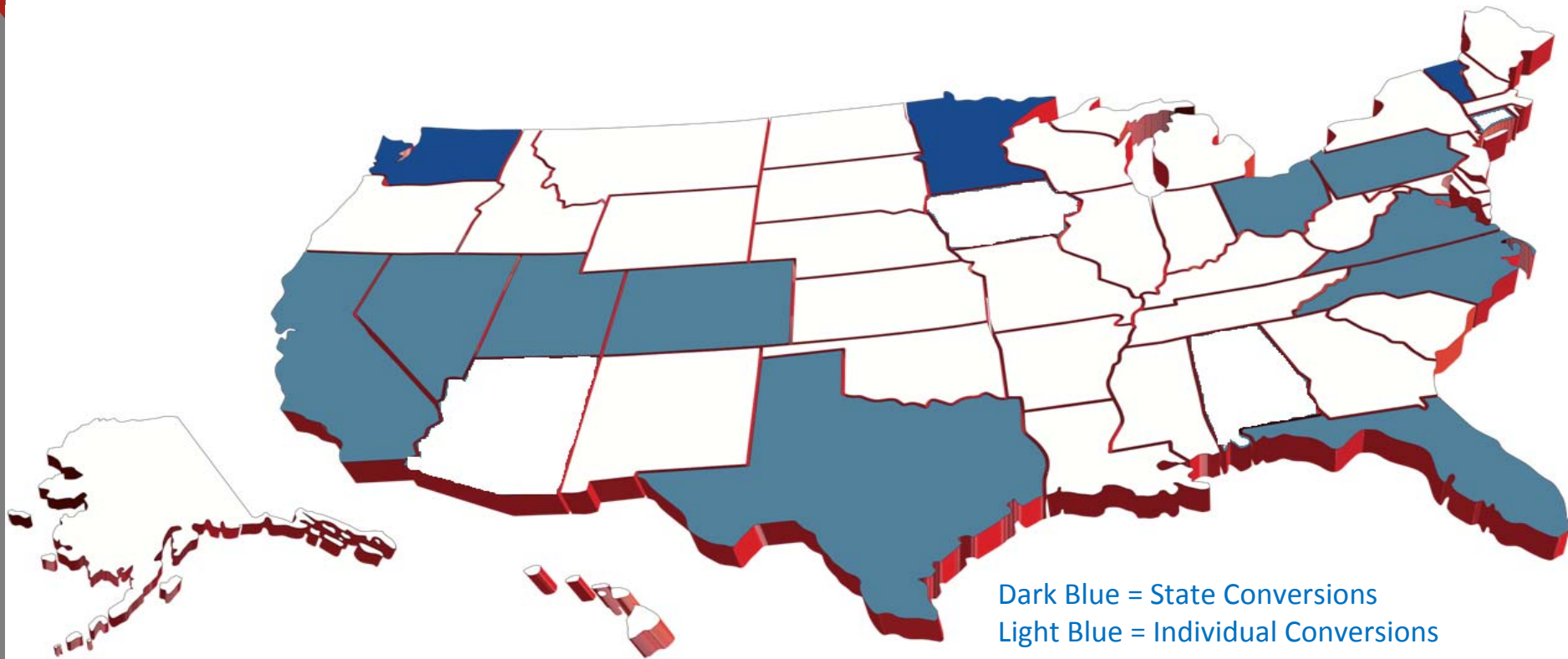
**intrado®**

**Advanced 9-1-1™ Solutions**  
**October 4, 2011**

Dave Sehnert, Sr. Solutions Engineer



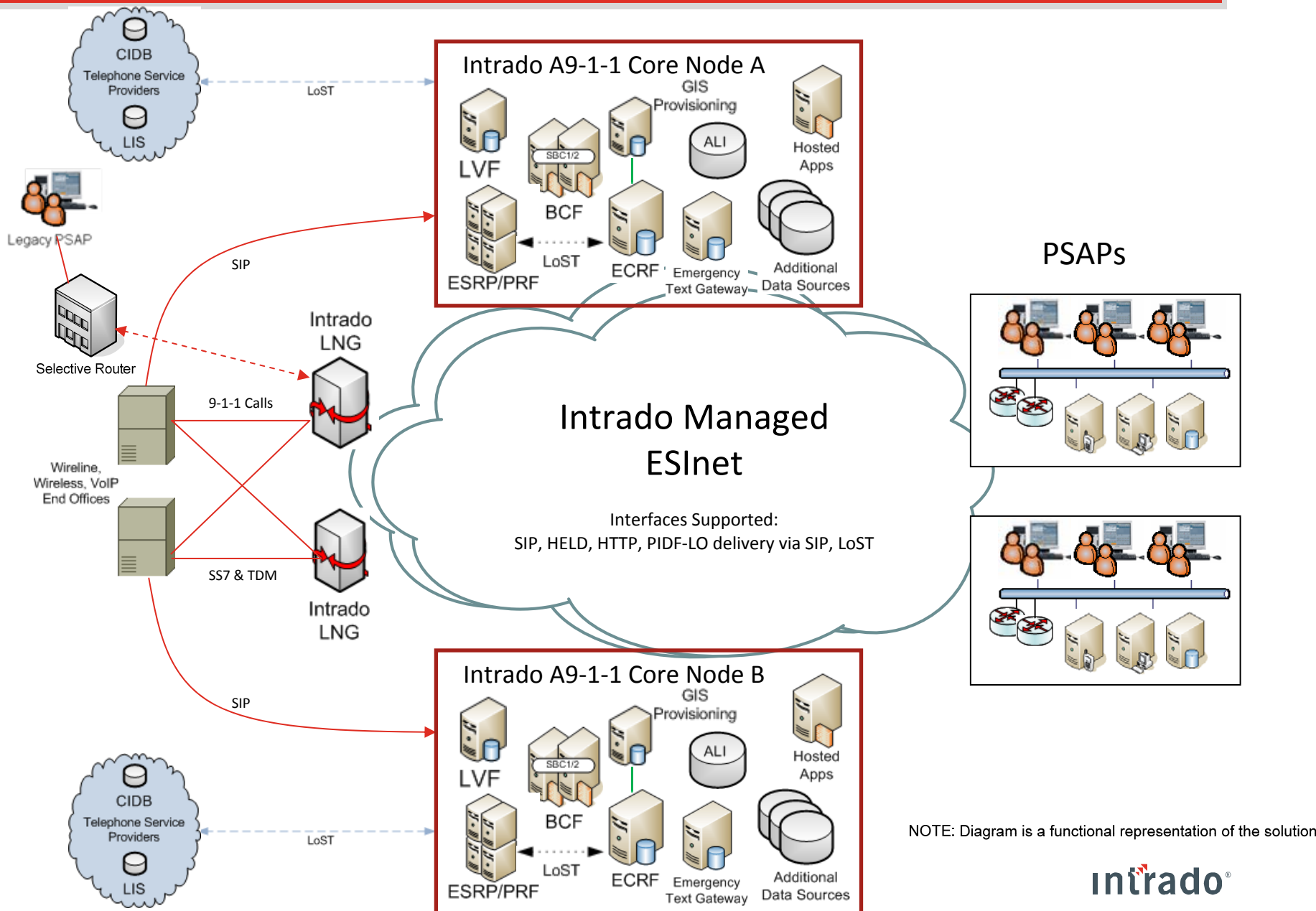
## Intrado Advanced 9-1-1™ Deployments



Dark Blue = State Conversions  
Light Blue = Individual Conversions

- 140 live PSAPs and another 160+ deployments in progress
- Multiple statewide deployments
  - WA MN VT
- Multiple regional deployments
  - CA NV UT TX OH FL NC VA PA CO PR

# Intrado Advanced 9-1-1

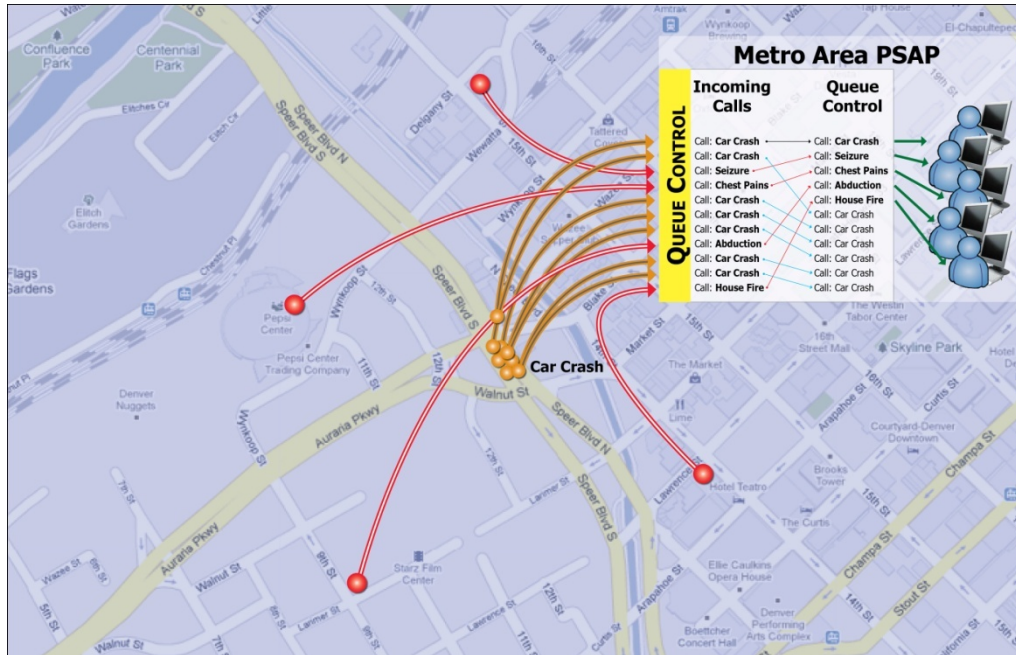


# Location Based Routing



- Route based on latitude and longitude (X/Y)
- Reduce wireless call miss-routes
- Layer on “Queue Control” to reduce overloading of like calls
- Better manage call routing to reduce burden on primary call center (eg: CHP in CA)
- Route based on location to reduce overall response time
- Effective use of resources

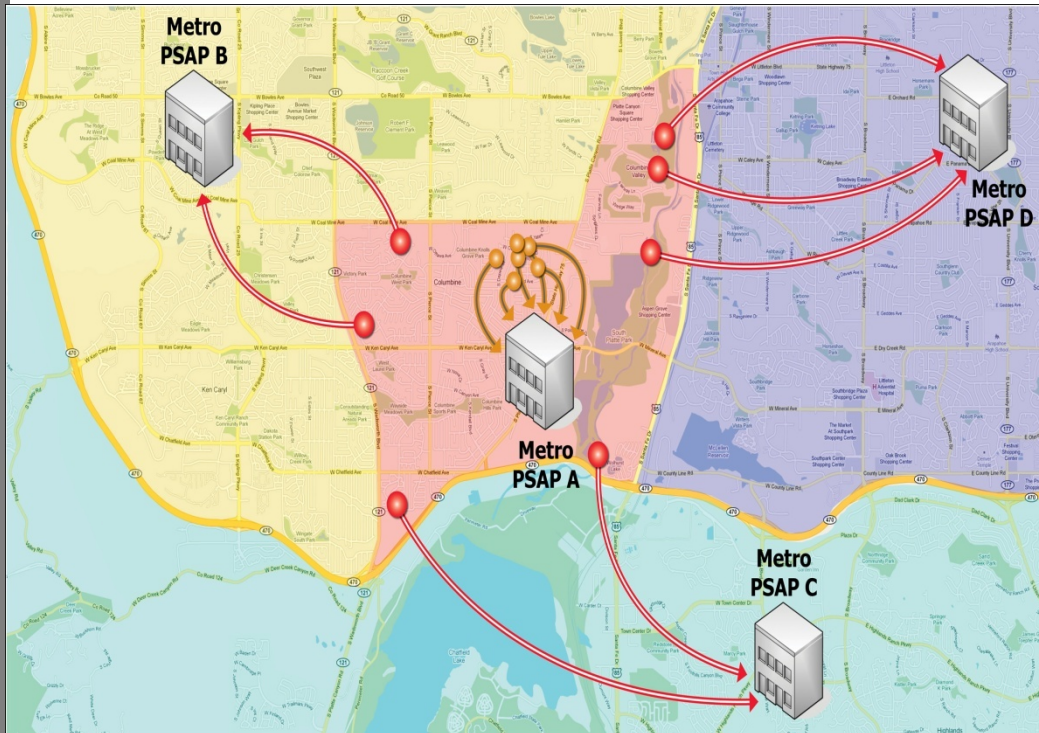
# Queue Control



- Identify calls related to a single event
  - Reduce priority for like calls which would have been already dispatched
  - Avoid being overloaded with known calls
- 
- Effectively utilize call taking capacity at the PSAP
  - Manage call sequencing based on location data

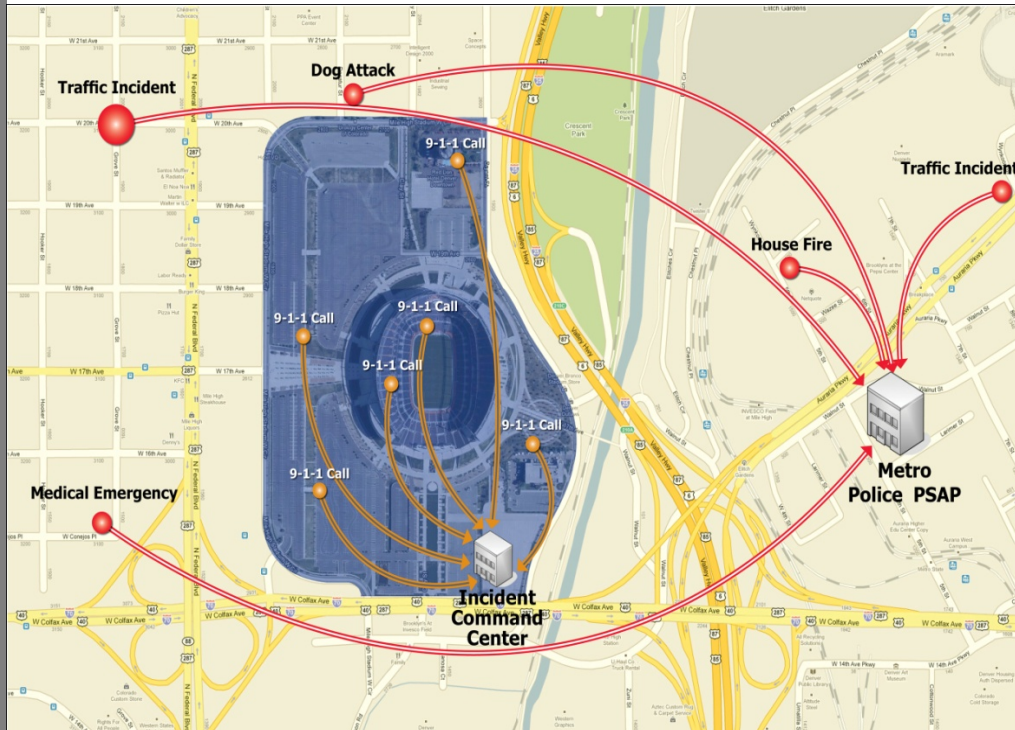


# Managed Call Overflow



- High volume call distribution
- Pre-determined overflow rules through web based GUI
- Spatially determine appropriate PSAP(s) to overflow calls
- Activate alternate call routing rules based on an event affecting a certain geography
- Leverage neighboring resources dynamically

## Special Event Routing



- Route all calls within event boundary to local command center
- Allow existing call center to answer calls not related to event
- PSAP controls boundary and duration of re-routing
- Efficient use of resources
- Avoid expensive permanent setup of local command centers and infrastructure near major event venues
- Improve response time



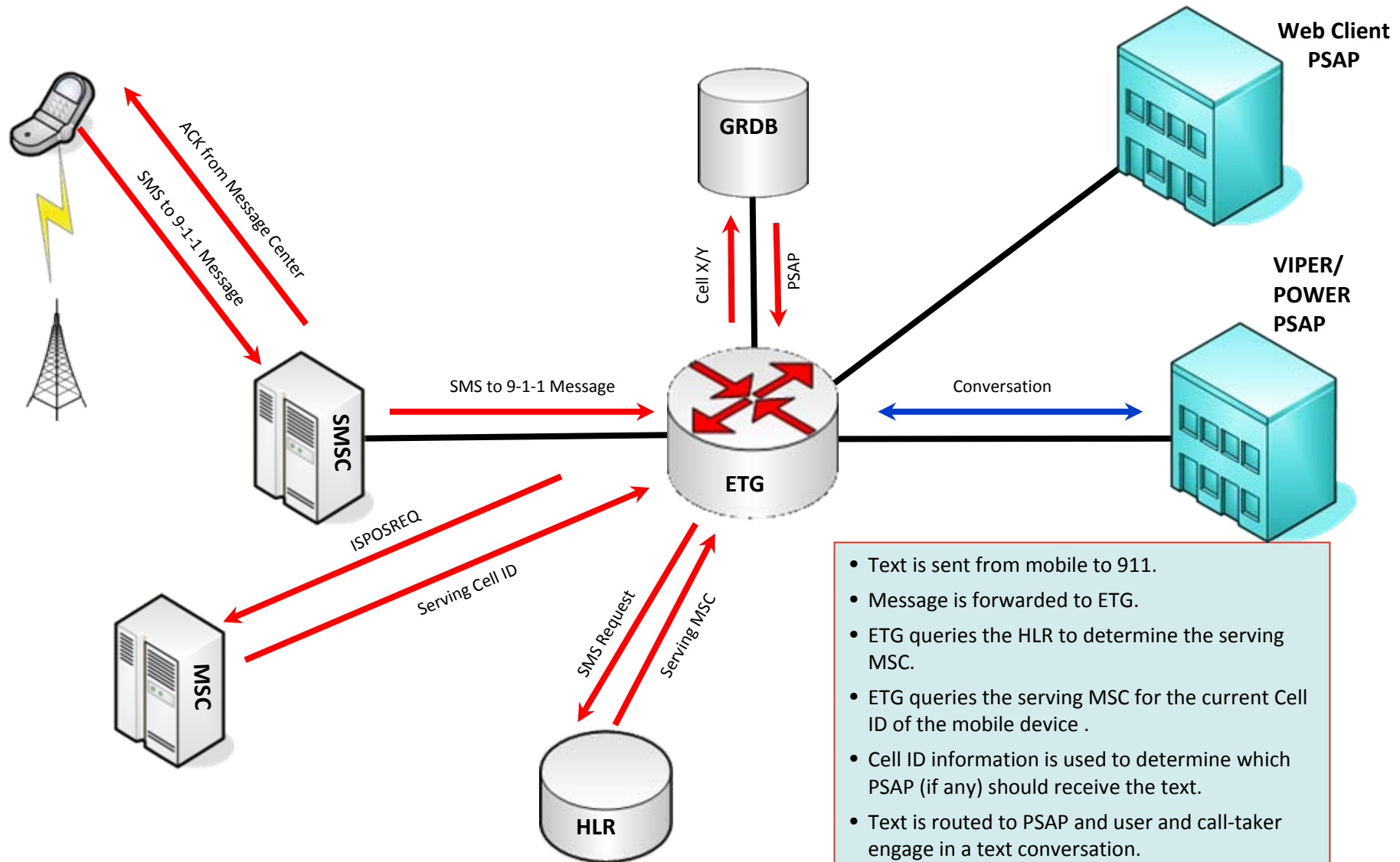


## THOR – First live deployment in the U.S.



- **News Release**
- **Union County 9-1-1 uses mobile 9-1-1 center during renovation**
- **August 1, 2011, Monroe, NC** – Union County 9-1-1 telecommunicators began receiving emergency calls and dispatching appropriate agencies from a state-of-the-art mobile 9-1-1 Communications center known as THOR (Tactical Homeland Operational Response) while the County's 9-1-1 Center underwent a two-week renovation through August 15.
- The 80,000 pound, 80 foot long mobile command center by Intrado, the leading provider of 9-1-1 and public safety technology solutions, can hold about 25 people and offers a multi-level, fully functional mobile command post, complete with extensive radio and video capabilities, a conference room, a multiple dispatch console, and self-contained generator with battery backup. This is the first time the command center has been deployed and used for operational purposes.
- THOR was used by Union County to continue providing emergency communication services to its residents during their center's renovation

## TXT29-1-1 Architecture



ETG-Emergency Text Gateway  
GRDB-Graphical Routing Database



**A9-1-1 TXT29-1-1 on Power 911**

Compose

ALI

ALI

RTX

TTY

TEL #

NAME

ADDRESS

CLASS

PROVIDER

MAIN #

ESN

X

Y

Agencies

CELL ID

DATE

TIME

SECTOR ID

Redial

319-241-3146

9-1-1

EMER

ADM

STOP

S/U

PLAY

STOP GRT

MON EXT

RINGDN

EXT

TEXT

1 - 14:19

Release

CONF

Transf

HOLD

Where is the gun?

Send

LAW

SAPD CENTRAL

FIRE

SAFD

EMS

AIRLIFE

HOSPITALS

UNIVERSITY

TRANSLATOR

4569201

EXTENSIONS

RECORDS

UTILITES

CPS ENERGY

TOW

AAA

DISPATCH

SUPE OFC

History

Alarms

ABOUT

POSITION 1

9/24/2009 12:39:57

SMS / Text Conversation

Jimmy brawt a gun to skool i tnk its loadd hes >:( @ d gym teacha

Las Vegas Convention Center, 3150 Paradise Road,Las Vegas, NV 89109

911 WHAT IS THE LOCATION OF YOUR EMERGENCY?

Gw hs in lckr rm

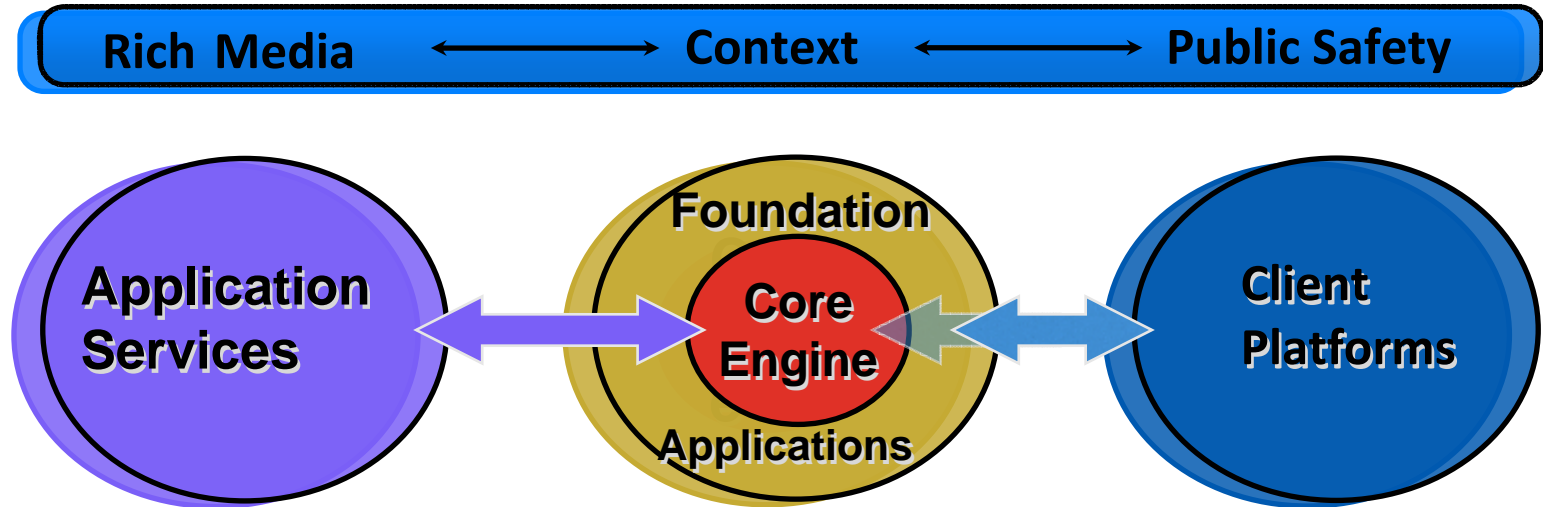
Police are enroute! Where is Jimmy and what is his last name?

blchrs n gym

Where is the gun?

Send

## A9-1-1 Data Services Framework



**PEAC**  
ARISTATEK



**INTERGRAPH**

**VERINT**  
POWERING ACTIONABLE INTELLIGENCE®

**ShotSpotter**  
Sense. Target. Protect.

**Prepared Response**

**MOTOROLA SOLUTIONS**

**TIBURON**  
Be secure in your knowledge.

**GuideSTAR**  
TECHNOLOGIES

**NICE**

**intrado**









- Request/retrieve media (photographs, audio clips, video clips)
  - Through correlation with events, geographies or telephone numbers
  - Delivered via email or MMS number texted to caller from PSAP
  - SPAM blocking
- 
- **Picture, audio, or video clip tells the story more reliably than an eyewitness**
  - **First responders are armed with critical information before they arrive on a scene**


# Displaying Media

**A9-1-1 Viewer**




List View


Map View


 Create Event

**\*Telephone Number**

**Call Type:** ☒ Wireless  
☐ Wireline or VoIP

 Event Location

 Address Intelligence

 Media


**\*Source**

Search

View Blacklist


Sent: mm/dd/yyyy hh:mm


Here's a picture of the accident.  
Mary



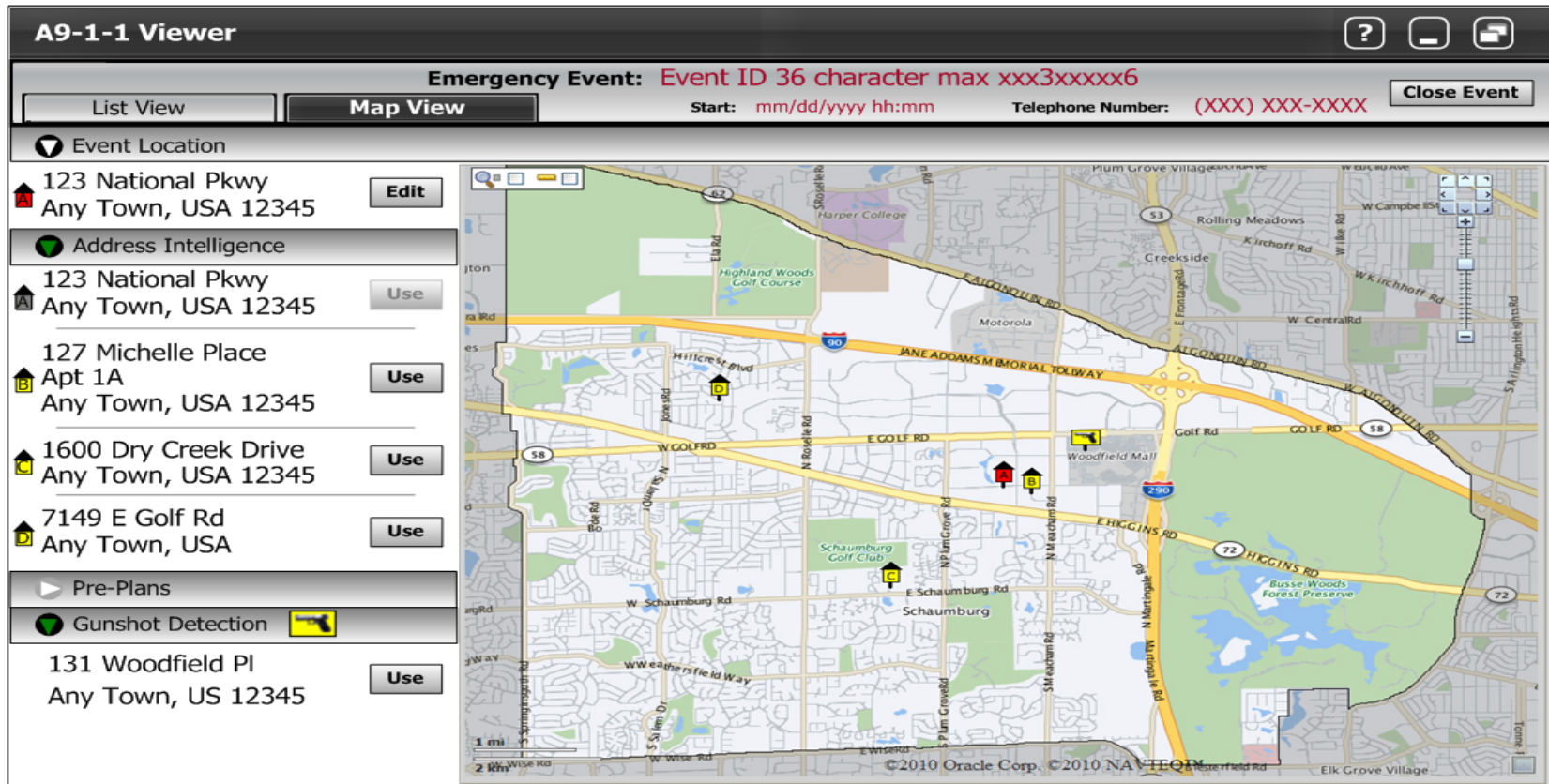
[Return to Summary](#)

Sent: mm/dd/yyyy hh:mm

 Pre-Plans

 Gunshot Detection

## A9-1-1 Gunshot Detect & A9-1-1 Address Intelligence



- Correlate or alert the PSAP that a gunshot has been detected at a given Latitude/Longitude (X,Y) location
- Alert data includes the incident type, audio clips of the incident, an exact location and duration of the incident
  - Enable safe and rapid responses to crime scenes with an appropriate force team
  - Crucial evidence for use in court proceedings

## Why Intrado?



“..... Vermont felt it was **absolutely essential to partner with a company that has the depth and know-how of Intrado**. Our experience tells us we made the right choice. I’ve been the project manager for many significant public safety projects and without question, **Intrado is the best partner I’ve ever worked with**. Their attitude of doing whatever it takes to meet our expectations is . . . the main reason why things are going so smoothly, and why all of our stakeholders are so pleased.”

Jim Lipinski

Enhanced 9-1-1 IT Manager

Vermont Enhanced 9-1-1 Board



## Q & A

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